

PATENT APPLICATION  
Docket No. 27950-432USPT  
LMC 2000-090

ABSTRACT

Application-programming-interface(API) based triggers are included in an API-based system. Information about users associated with specific triggers in a user profile database is downloaded for use during calls. Upon occurrence of pre-determined events during the calls, triggers are sent to a service manager. The 5 service manager performs service interaction management in response to the triggers. The trigger information is cached by the service manager in order to minimize network traffic. If no service interaction management is necessary, applications communicate directly with network entities such as, for example, call servers. If service interaction management is necessary, the service manager serves 10 as a proxy between the applications and the network entities.